

DRAFT
TENNESSEE
WORKFORCE INVESTMENT SYSTEM

State Plan For The
Vocational Rehabilitation Services Program

Title I – Part B

Title VI – Part B

Fiscal Year 2010

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**TITLE 1, STATE PLAN AND ITS TITLE VI, PART B SUPPLEMENT FOR THE
SUPPORTED EMPLOYMENT PROGRAM FOR
FISCAL YEAR 2010**

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Attachment 4.2(c) - Input of State Rehabilitation Council

(To be added)

Attachment 4.7(b)(3) - Waiver of Statewideness

The Division requests a waiver of statewideness in order to maintain twenty-three Third Party Agreements with other units of government, primarily local education agencies (LEAs). These Third Party Agreements are designed to provide enhanced and concentrated services to Transition School to Work students/clients covered by the agreements. The Division has a contract with each entity that is consistent with Federal regulations (34 CFR § 361.26) and includes the following provisions:

- (a) The vocational rehabilitation services to be provided are identified in Section A. Scope of Services in each contract (Each contract has been submitted separately to RSA to provide the written assurances requested for this attachment);
- (b) The LEA assures that non-Federal funds are made available to the Division by committing to their maintenance of effort in Section E.13 of the contract;
- (c) The LEA assures that the Division's approval is required before services are provided with the Division's counselor determining eligibility for each client served; and
- (d) The LEA assures, through the Division's vocational rehabilitation counselors, that all other state plan requirements, including the Order of Selection policy, are applied to persons receiving services through the agreement.

While the Division provides transition services to all LEAs throughout the state, these transition contracts enable the provision of an expanded and more intense transition service to students/clients resulting from the inclusion of job coaches, case manager assistants, and clerical staff that would not otherwise be available to work with the vocational rehabilitation clients. These contracts enable the Division to have a greater presence within the schools and act as a stronger resource to the LEAs in the provision of transition services.

A list of the LEA contracts is provided below.

Anderson County Schools
Bledsoe County Schools
Blount County Schools
Carter County Schools and Johnson County Schools
Cocke County Schools
Elizabethton City Schools
Greene County Schools and Greeneville City Schools
Hamblen County Schools
Henderson County Schools
Humboldt City Schools and Trenton City Schools
Jackson-Madison County Schools
Johnson City Schools
Knox County Schools
McMinn County Schools

McNairy County Schools and Hardeman County Schools
Memphis City Schools
Putnam County Schools
Robertson County School
Sequatchie County Schools
Sevier County Schools
Union County Schools
Washington County Schools
Williamson County Schools

Attachment 4.8(b)(1) - Cooperation with Agencies Not Carrying out Activities Under the Statewide Workforce Investment System

The Division has interagency cooperation, collaboration, and coordination with other entities that are not components of the Statewide Workforce Investment System.

The Division works in cooperation with:

The Department of Children's Services in serving youth with significant disabilities;

The Department of Health in providing services to individuals with traumatic brain injury (TBI);

Post-secondary school systems in the provision of services to individuals with physical and mental disabilities;

The Department of Corrections in the provision of services to individuals with significant disabilities being released from state correctional facilities;

Local city police, county sheriffs and judge's programs in the provision of services to individuals with significant disabilities being released from jails or on probation or trial diversion;

The Division of Adult and Family Services (Department of Human Services) in the provision of services for individuals with significant disabilities participating in services under the Temporary Assistance for Needy Families' program;

The Department of Mental Health and Developmental Disabilities in the provision of services to individuals with significant disabilities due to mental illness, developmental disabilities, and alcohol and drug abuse;

The Division of Mental Retardation Services (Department of Finance and Administration) in the provision of services to individuals with significant disabilities due to intellectual disabilities; and

University of Tennessee, Center for Disability and Employment, to market to businesses the services provided by the Division and to recruit businesses to hire the Division's clients.

Attachment 4.8(b)(2) - Coordination With Education Officials

The Division of Rehabilitation Services maintains an ongoing interagency agreement with the Tennessee Department of Education, Tennessee Department of Children's Services, Tennessee Department of Finance and Administration, Bureau of TennCare, Division of Mental Retardation Services, Tennessee Department of Health and the Tennessee Department of Mental Health and Developmental Disabilities. The agreement, along with the Division's policy manual, outlines the plans, policies and procedures for coordination with education officials to facilitate the transition of students with disabilities to the receipt of vocational rehabilitation services.

When a student who is IDEA eligible reaches the age of fourteen (14), the Individualized Education Program Team (IEP Team), as defined by 34 CFR § 300.344, formulates an Individualized Transition Plan (ITP) that will assess the transition service needs of the student. The Division's staff is invited and to the extent possible participates in these IEP meetings.

The Division has been under an Order of Selection since 2001. Under the Order, the Division is only able to provide direct services to those eligible individuals who are most significantly disabled, but the Division must provide information and referral services to help all applicants find services through other agencies and entities.

If the IEP Team determines that the student should be referred for vocational rehabilitation services, the student must be present at the IEP Team meeting when the referral is made. The Division's staff is to be available to inform the student and parents of the purpose of the vocational rehabilitation program, the application procedures, the eligibility requirements including the Order of Selection, and the potential scope of services that may be available. When appropriate, the Division takes an application from the student and determines eligibility as well as whether they are in an open priority category. If the student is in an open priority category, the Division's staff assists in the formulation of IEP/ITPs while in school and a vocational rehabilitation individualized plan for employment (IPE) when the student begins to focus on exiting the school system.

The agencies involved in the interagency agreement cooperate in developing and coordinating services for youth with disabilities within each respective agency's legal authority. The ultimate goal of each agency participating in the agreement is to provide, or cause to be provided, a continuum of appropriate services leading to transition from school into employment. The agreement provides for:

1. Consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to post-school activities, including vocational rehabilitation services;

2. Transition planning by personnel of the Division of Rehabilitation Services and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under section 614(d) of the Individuals with Disabilities Education Improvement Act (IDEA) of 2004 (P.L. 108-446);
3. The roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and
4. Procedures for outreach to and identification of students with disabilities who need transition services.

A vocational rehabilitation (VR) counselor is assigned to work with each local education agency (LEA) for the purposes of case finding and the provision of vocational rehabilitation services to eligible students. VR counselors provide technical assistance to school personnel (LEAs) to help them understand who is an appropriate referral for vocational rehabilitation services. The counselor also provides information and referral to students not eligible for vocational rehabilitation services.

It is the Division's policy that the development and approval of the individualized plan for employment (IPE) occur by the time each student determined eligible for VR services leaves the school setting. The process for that is outlined above.

The interagency agreement relates the financial responsibility of the Department of Education (DOE) to ensure that individuals who are IDEA eligible receive "Free appropriate public education" (FAPE) in the least restrictive environment. "Free appropriate public education" (FAPE) means regular and special education and related services which:

- (a) Are provided at public expense, under public supervision and direction, and without charge to the parent;
- (b) Meet the standards established by state law, including the requirements of IDEA Part B and the Rules, Regulations and Minimum Standards for the Governance of Tennessee Public Schools, issued by DOE;
- (c) Include preschool, elementary school, and secondary school (including appropriate vocational, career or work experience education); and
- (d) Are provided in conformity with an individualized education program (IEP). 34 CFR § 300.13.

The interagency agreement relates the financial responsibility of the Division to ensure that individuals who are IDEA eligible and also meet the Division's eligibility

requirements will receive “Vocational Rehabilitation Services.” “Vocational Rehabilitation Services” means any services necessary to determine eligibility and those services described in an individualized plan for employment (IPE) necessary to assist an individual with a disability in preparing for, securing, retaining, or regaining an employment outcome that is consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual.

The LEA is responsible for the educational costs related to the provision of special education and related services for the individual attending school. The agreement relates that if another public agency is obligated under federal or state law or assigned responsibility under state policy to provide or pay for any services that are considered special education or related services and are necessary for ensuring FAPE to students who are IDEA eligible, the public agency shall fulfill that obligation or responsibility, directly, through contract or by another arrangement. However, failure of that public agency to pay for that service does not relieve the LEA of its obligation to provide that service to an individual with a disability in a timely manner.

The Division is responsible for all costs necessary for eligibility determination and provision of services under an individualized plan for employment (IPE). The Division must take into account comparable services and benefits [34 CFR § 361.53 (c)(1)], available under any other program that does not interrupt or delay the progress of the individual toward achieving the employment outcome identified in the IPE.

The Division’s staff maintains a working relationship with special education supervisors, vocational education supervisors, directors, secondary school guidance counselors, and LEA administrators for the purpose of providing outreach for students with disabilities and technical assistance to school personnel to assist the LEAs to prepare students with disabilities for career opportunities. The Division participates in in-service training programs for the LEAs, as well as in statewide special education conferences for the purpose of providing information regarding vocational rehabilitation services. The Division also participates in and organizes local community job fairs, job clubs, attends civic club/organization meetings to inform students and parents of the purpose of the vocational rehabilitation program, the application procedures, the eligibility requirements, and the potential scope of services that may be available.

Other identification activities include completion of student health survey forms coordinated with guidance counselors to identify students with physical or emotional disabilities that do not meet the criteria for special education services (commonly referred to as Section 504 students).

The Division has a dedicated full-time state office position to serve as transition coordinator. This position serves as liaison with the State Department of Education and other partners in the interagency agreement to provide technical assistance and training related to vocational rehabilitation services. This position works with VR counselors and supervisory staff to improve access and services for students with disabilities. This position identifies, arranges for, or provides training to the Division’s counselors,

educators, students with disabilities, and families in a variety of areas related to transition services.

The Division of Rehabilitation Services (Division) contracts with Local Educational Agencies (LEAs) as part of its “transition” initiative. The contracts provide for the Local Educational Agencies (school districts) to employ case manager assistants and secretaries to work under the administrative supervision of the Division of Rehabilitation Services. All services provided under these contracts/agreements have a vocational rehabilitation focus. All services provided under these contracts/agreements are in keeping with all state plan requirements to include our state’s Order of Selection requirements. Services provided under these contracts/agreements are only available to applicants for, or recipients of, services of the Division of Rehabilitation Services.

Although the Division utilizes contracts with LEAs as part of its “transition” initiative, all decisions affecting eligibility for vocational rehabilitation services, the nature and scope of available services, and the provision of these services remain the sole responsibility of the vocational rehabilitation counselor employed by the Division. VR staff is responsible for the determination to close cases and for all allocation of expenditures for services.

Attachment 4.8(b)(3) - Cooperative Agreements with Private Nonprofit Organizations

Based on information gathered by continuing statewide studies, the annual facility survey of public and private community rehabilitation programs and the on-going monitoring and annual evaluation of effectiveness, the Division continues to maximize the use of community rehabilitation programs to provide rehabilitation services in the most integrated setting possible consistent with the informed choices of the individual.

The Division is utilizing community rehabilitation programs throughout the state as follows:

1. The Division's Facility Program:

- A. The Tennessee Rehabilitation Center ("Center") at Smyrna is a state operated comprehensive residential rehabilitation facility that serves individuals with significant disabilities. The facility is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in programs of comprehensive vocational evaluation services, employee development services, and employment skills training services. The Center offers the following program and support services:

Program Services

- Comprehensive vocational evaluation and mobile evaluation services
- Job objectives and behavioral services, a pre-vocational work adjustment training program
- Occupational skills training in automotive maintenance/detailing, building maintenance and grounds keeping, business education, commercial cleaning, food service, and warehouse training
- Physical rehabilitation services to include: occupational, physical and recreational therapy; rehabilitation nursing services, personal care attendant training and adaptive equipment assessments. Outpatient services are also provided in occupational and physical therapy services and adaptive equipment assessments.
- Traumatic brain injury services to include: occupational, physical, cognitive, and speech/language therapy; vocational evaluation; behavioral instruction, job readiness instruction and community re-entry training.
- Transitional life skills training to include: managing self-care and daily living skills; home management skills and practices; financial management skills and practices; transportation; health maintenance; comparative shopping; meal preparation; and civil rights and advocacy.

- Vision impairment services to include: pre-vocational assessment and training for independent living; college preparation services; assistive technology assessments and training; computer training; self employment evaluation and instruction; GED preparation; and prerequisite training for entry into Tennessee Business Enterprises.

Support Services

- Residential living
- Client health services
- Case management services
- Drivers education
- Psychiatric and physician services
- Recreation therapy and leisure-time skills
- Remedial education
- Job seeking skills training
- Psychological services
- Independent living skills training

The Center operates at a program capacity of 160 individuals and provides services to approximately 1,200 Tennesseans with significant disabilities each year.

The Center is a member of the National Consortium of State Operated Comprehensive Rehabilitation Centers. An Advisory Council is utilized to provide valuable feedback used in guiding decision making in Center operations and program development. In addition, the Center conducts exit customer satisfaction surveys on individuals completing services, from each program of service provided, completes support services customer satisfaction surveys twice a year with clients receiving services, and conducts client family surveys, as well as a referring counselor needs assessment and satisfaction survey on an annual basis. Feedback obtained from these survey instruments is also used in guiding decisions about current and future support services and program services operations, as well as accessibility and physical plant operations.

- B. A network of 17 Tennessee Rehabilitation Centers (TRCs) is located across the state providing day services to eligible individuals with significant disabilities, seeking competitive employment. All community TRC facilities are accredited by the

Commission of Accreditation of Rehabilitation Facilities (CARF) in programs of comprehensive vocational evaluation and employee development services. The TRCs are supported by a combination of appropriated local and Federal funds.

Program Services

Vocational Evaluation

Comprehensive vocational evaluation services provide an individualized, timely and systematic process for identifying viable vocational options and developing employment goals and objectives.

An accredited comprehensive vocational evaluation service uses the following techniques to examine a wide range of employment alternatives:

- Assessment of functional/occupational performance in real or simulated environments
- Psychometric testing
- Preference and interest inventories
- Personality testing
- Extensive personal interviews
- Other appropriate evaluation tests depending on the individual
- Analysis of prior work experience and transferable skills

Employment Services

Services are based upon individual needs and can include comprehensive employment services or any individual component.

- Employee development services and/or job readiness instruction
- Community employment services (job development and placement)

Employee Development Services include:

- Work skills development through a facility workshop: including the use of contract work, job readiness assessment and training.
- Job readiness assessment and instruction includes: interview skills instruction, completing a job application, developing a resume, grooming and hygiene for the work place, self determination training, developing and using job-finding networks and resources.

Community Employment Services include:

- Job readiness assessment and instruction

- Job development and placement into competitive employment through the identification of employment opportunities in the local job market
- Development of realistic employment goals
- Establishment of service plans to achieve employment outcomes
- Identification of resources to achieve and maintain employment.
- Coordination of and referral to employment –related services.

TRC facilities conduct exit customer satisfaction surveys on individuals completing services from each program of service provided, completes a yearly survey with clients receiving services, referring counselors, contract providers, funding sources, employers, and other identified stakeholders. Feedback obtained from the surveys is used to improve program services.

2. Service Contracts:

A. The Division plans to continue service contracts with the following community rehabilitation programs to ensure quality services statewide provided funding is available:

- Caring, Inc.
- Clovernook
- Deaf Centers: Knoxville Area Community Center for the Deaf; Jackson Center for Independent Living; Frontier Health: Interpreting Service for the Deaf; Partnership for Families, Children and Adults, League for the Deaf and Hard of Hearing
- Park Center
- Technology Centers: East Tennessee Technology Access in Knoxville; Signal Centers; Technology Access Center of Middle Tennessee in Nashville; West Tennessee Special Technology Access Resource (STAR) Center in Jackson; and Mid South ACT in Memphis
- The ARC of the Mid-South
- University of Memphis Training and Technical Assistance Project
- University of Tennessee Center on Disability and Employment
- Vanderbilt University – Project Opportunity
- Vanderbilt University Return to Work Program

B. The Division has two service contracts with community rehabilitation programs (Clovernook and Volunteer Blind Industries, Inc.) serving visually impaired clients in the areas of evaluation, adjustment, activities of daily living, orientation and mobility, training, job development and employment.

3. Letters of Understanding

- A. The Division has encouraged the establishment and development of CRPs to improve and expand services. The Letter of Understanding (LOU) is an agreement between the Division and the CRP and in cooperation with the Department of Finance and Administration. The LOUs describe the functions and responsibilities of the Division and the CRP as well as the scope of services and payment methodology agreed upon by both the Division and CRP in a joint effort of improving and expanding employment opportunities for individuals with disabilities.
- B. The Division has 46 general LOUs with service providers throughout the state. The Division also has 104 supported employment LOUs; 77 job placement LOUs, and 69 LOUs for trial work experiences.

Items one (1) through three (3) above are used to provide needed services such as but not limited to:

- Vocational evaluation
- Personal and work adjustment
- Transportation
- Vocational training
- Job readiness training
- Job development
- Job coaching
- Job placement
- Supported employment
- Rehabilitation technology
- Orientation and mobility
- Activities of daily living
- Trial work experiences
- Follow-up and follow along services

Attachment 4.8(b)(4) – Arrangements and Cooperative Agreements for the Provision of Supported Employment Services

The Division has interagency arrangements and coordination with other entities for the provision of supported employment services and extended services.

These include:

The Division of Mental Retardation Services (Department of Finance and Administration) in the provision of services to individuals with significant disabilities due to intellectual disabilities;

Tennessee Council on Developmental Disabilities in the provision of services for individuals with significant disabilities due to mental and/or physical impairments that began during the early developmental years;

The Department of Mental Health and Developmental Disabilities in the provision of services to individuals with significant disabilities due to mental illness, developmental disabilities, and alcohol and drug abuse;

The Tennessee Employment Consortium, an independent association of community rehabilitation providers and state agencies developed jointly by the Division, the Division of Mental Retardation Services, and the Tennessee Council on Developmental Disabilities to provide a forum for all stake holders to review and discuss state policies and share best practices; and

University of Tennessee, Center for Disability and Employment, contract for supported employment consultants to assist community rehabilitation providers in the provision of supported employment services and staff training and development.

Attachment 4.10 - Comprehensive System of Personnel Development Data System on Personnel and Personnel Development

The Division received 8,188 new applications for services in Fiscal Year 2008 and provided services to 36,910 individuals.

The Division currently experiences an overall staff attrition rate of approximately fourteen percent (14%). Based on a total of 34 vacancies for the past year, the attrition rate for counselor level positions is slightly lower at 12.7%. Of the Division's 615 positions, 102 state employees (17%) are within 5 years of meeting requirements for full retirement benefits (based on 30 years of service). The Division's staffing level remains adequate to meet the demand for services in the upcoming fiscal year.

The Division continues to receive and maintain monthly position classification/staffing reports prepared by the state's Department of Human Resources. The reports detail each position by classification code, filled/vacant, salary, and other pertinent information. The reports are used to project the need for future staff positions along with an analysis of years of service, projected retirement dates, etc. The Division also receives/maintains reports/data in order to determine minority staff representation and Affirmation Action planning.

Row	Job Title	Total positions	Current vacancies	Projected vacancies over the next 5 years
1	ACCOUNTING TECHNICIAN 1	2	0	14%
2	ADMIN ASSISTANT 1	2	0	14%
3	ADMIN SERVICES ASSISTANT 2*	2	0	17%
4	ADMIN SERVICES ASSISTANT 5	1	1	14%
5	BLIND SERVICES REHAB CTR MGR	1	0	14%
6	BUDGET ANALYST 2*	1	0	14%
7	BUILDING MAINTENANCE WORKER 2	5	1	14%
8	BUILDING MAINTENANCE WORKER 3	1	0	14%
9	BUSINESS ENT CONSULTANT 2*	5	0	14%
10	BUSINESS ENT SPECIALIST	7	2	14%
11	BUSINESS ENT SUPERVISOR	3	0	14%
12	CLERK 2	1	0	14%
13	CUSTODIAL WORKER 2	6	0	14%
14	CUSTODIAL WORKER SUPV 1	1	0	14%
15	DHS PROGRAM COORDINATOR	17	1	17%
16	DHS PROGRAM DIRECTOR 1	3	0	14%
17	DHS PROGRAM DIRECTOR 2	3	1	17%
18	DHS PROGRAM DIRECTOR 3	1	0	14%
19	DHS PROGRAM MANAGER	7	0	17%
20	DHS PROGRAM SPECIALIST	3	1	14%
21	DHS PROGRAM SUPERVISOR	9	1	17%
22	FACILITIES MANAGER 1	1	0	14%
22	FIELD SUPERVISOR 1	34	2	17%
24	HEARING IMPAIRED DIRECTOR	1	0	14%

25	INFO RESOURCE SUPPORT SPEC 5	1	0	14%
26	LICENSED PRACTICAL NURSE 2*	9	2	14%
27	LICENSED PRACTICAL NURSE 3	1	0	14%
28	NURSE'S ASSISTANT 2*	2	1	14%
29	OCC THERAPY ASSISTANT (CERT)	2	0	14%
30	OFFICE SUPERVISOR 1	6	1	17%
31	ORIENTATION & MOBILITY SPEC	1	0	14%
32	PHYSICAL THERAPIST	1	0	14%
33	PHYSICAL THERAPY TECHNICIAN	1	0	14%
34	PROCUREMENT OFFICER 1	1	0	17%
35	PSYCHOLOGICAL EXAMINER 1	2	0	14%
36	PSYCHOLOGIST	2	0	14%
37	RECREATION THERAPIST 2	6	0	14%
38	RECREATION THERAPIST 3	1	1	14%
39	REGISTERED NURSE 2*	1	1	14%
40	REGISTERED NURSE 3	1	0	14%
41	REGISTERED NURSE 4	1	0	14%
42	REHAB ASSISTANT	49	3	17%
43	REHAB ASSISTANT SUP	1	1	14%
44	REHAB BEHAVIORAL INST 2*	9	0	14%
45	REHAB INSTRUCTOR	1	0	14%
46	REHAB INSTRUCTOR-BLIND*	19	2	17%
47	REHAB SUPERINTENDENT	1	0	14%
48	REHAB TRNG CENTER MANAGER	17	0	17%
49	SECRETARY	81	3	17%
50	SECURITY CHIEF	1	1	14%
51	SECURITY GUARD 1	3	0	14%

52	VOC REHAB COUNSELOR 2*	266	17	14%
53	VOCATIONAL INSTRUCTOR-PER SPEC	9	1	14%
	Totals	613	44	14% - 17%

In Tennessee, there are two universities that have Council on Rehabilitation Education (CORE) certified programs providing a master's degree in rehabilitation counseling. One is in the eastern part of the state at the University of Tennessee at Knoxville; and the other is at the University of Memphis located in the western part of the state.

The University of Tennessee – Knoxville (UTK) has an on-campus program with a current enrollment of 13 students. Additionally, 23 individuals are enrolled in UTK's distance learning program of which 19 students are employees of the Division. Of the 36 currently enrolled, 6 students (17%) have disabilities and 4 students (11%) represent minority backgrounds. For the federal fiscal year (10/07 – 9/08), 6 students graduated from the on-campus program (one graduate had a disability and another represented a minority group). All graduates met the academic criteria to sit for the Certified Rehabilitation Counselor (CRC) exam and half (50%) successfully obtained their CRC credential.

The University of Memphis currently has 20 graduate students in their on-campus program. None (0%) of these students are employed by the Division. Of the 20 on-campus students, 7 have a disability (35%) and 9 represent a minority group (45%). For the federal fiscal year (10/07 – 9/08), 6 students graduated from the on-campus program. All graduates met the academic criteria to sit for the Certified Rehabilitation Counselor (CRC) exam and two (33%) successfully obtained their CRC credential.

Row	Institutions	Students enrolled	Employees			Graduates from the previous year
			sponsored by agency	and/or RSA	and/or RSA	
1	University of Memphis	20	13 - RSA	6 - RSA		6
2	University of TN - Knoxville	36	21	0		6

The Division's in-state training staff continues to meet quarterly with the program administrators at the University of Tennessee and the University of Memphis for the purpose of planning and sharing information relative to personnel development activities. These meetings provide the mechanism for gathering information on an annual basis relative to the number of students enrolled in their respective rehabilitation counselor education programs, as well as the number who graduated from their programs during the past year.

To further increase the number of counseling staff participating in master's in rehabilitation counseling programs, the Division worked closely with the University of Tennessee-Knoxville in developing a new distance learning program. With the creation of this new online master's in rehabilitation counseling program, the Division is fully funding 2 of its counseling staff at an estimated cost of \$18,500 per person.

To advance recruitment activities, the Division has dedicated a program specialist position in the staff development unit. This program specialist is actively seeking out other master's level programs across the nation; primarily those with RSA funded slots, to increase the number of incumbent staff in master's programs. Other duties of the program specialist include developing/distributing recruiting brochures at job fairs, speaking to graduate level programs to promote state employment in the rehabilitation field and encouraging incumbent staff to take advantage of graduate level training opportunities in rehabilitation counseling distance learning programs. The Division recognizes that recruitment activities are also the responsibility of counseling, supervisory and management level staff across the state with these personnel involved in recruitment activities in their regional and local communities. To enhance recruitment activities, the Division is actively working with its Human Resources Department to explore ways to expand and/or streamline employment opportunities.

The Division continues its recruitment policy for staff from minority backgrounds and for staff who are individuals with disabilities. Along with the dedicated program specialist, supervisors and counselors continue their recruitment efforts from historically black colleges and universities as well as institutions of higher education noted for a high student population of individuals with disabilities. Supervisors and counselors continue to visit high schools and participate in job fairs in an effort to acquaint students with the rehabilitation counselor education programs, especially the programs at the University of Tennessee and the University of Memphis.

Counselors continue to counsel and encourage clients who are interested in pursuing post secondary training, especially clients from minority backgrounds, to consider vocational rehabilitation counseling as a profession. The Division's program manager for staff development and the program specialist continue to work closely with university rehabilitation counselor education program administrators to stress the need for their recruitment of applicants from minority backgrounds and individuals with disabilities into their training programs.

Currently incentives for incumbent staff to participate in a master's degree program include financial assistance with tuition, books, fees, and minimal educational leave. Funding for a pay incentive based upon successful completion of a master's degree program was approved in January 2005 for graduates and has been requested and approved for each successive graduate.

The Division expects to retain qualified rehabilitation professionals who are on the staff by providing support services which will make their jobs easier. Counselors have

computer capability and receive training in a variety of programs, including Internet utilization, to access rehabilitation materials. Numerous films, books and other printed materials are available to all offices within the Division. Counselors are encouraged to request copies of any materials of a professional nature which would assist them in their jobs.

The Division is continuing to explore additional ways to enhance retention of qualified staff. Letters of appreciation are sent by the Assistant Commissioner to employees who have exhibited exemplary performance or excelled in certain areas (e.g., receiving CRC credential). In addition to flexible work hours, the vocational rehabilitation program leadership is also exploring other avenues to promote retention, such as a compressed work week, to increase job satisfaction and staff morale.

The Division continues to use the national standard which is a master's degree in rehabilitation counseling or a closely related field, as defined by the Commission on Rehabilitation Counselor Certification (CRCC). During the past fiscal year, a total of 10 incumbent counselors have graduated from masters in rehabilitation counseling distance learning programs (8 from University of Kentucky and 2 from University of North Texas).

The Division currently has 25 counseling staff enrolled in graduate level programs in rehabilitation counseling (19 at University of Tennessee - Knoxville, 4 at University of Wisconsin-Stout, 2 at Auburn University). Additionally, one counselor has a master's degree in a related area and is enrolled in the University of Kentucky to complete a few CORE courses needed to meet the CSPD standard. For the fall 2009 term, 12 counselors are in the process of applying for enrollment in distance learning master's programs in rehabilitation counseling. Three additional counselors with master's degrees in related areas are planning to complete identified CORE courses to meet the CSPD standard.

Despite the Division's efforts to recruit and retain vocational rehabilitation counselors with master's degrees in rehabilitation counseling, The Division hires a number of applicants with bachelor's degrees (minimum standard) primarily because of the inability to hire enough people who meet the national standard for qualified counselors. There are many reasons beyond the control of the Division as to why the majority of incumbent counselors and counselor applicants do not meet the national CSPD standard, including:

- There are an inadequate number of in-state master's degree training programs to feed candidates into our system. There are currently only two such university training programs in Tennessee (and these are located in the far eastern and western regions of the state).
- Many counselor positions are in rural areas where it is more difficult to recruit master's degree candidates.
- The vocational rehabilitation counselor 2 position requires a bachelor's, not a master's, degree due to the insufficient number of applicants holding the appropriate master's degrees.

- State law prohibits requiring incumbent counselors or new hires to get a master's degree as a condition of continued employment since the position does not require a master's degree.
- State civil service rules allow substitution of experience for education levels above the minimum qualification. Master's degrees in qualified fields are weighted more heavily than experience, however, to give appropriate master's holders a higher rating on the civil service register.

Additional obstacles the Division has been unable to overcome include:

- A limited number of RSA sponsored training grants, and the number is shrinking;
- Universities awarding RSA training grants to new students rather than continuing to sponsor counselors who started the program on RSA sponsored training grants.
- Limited training slots in existing university programs, even where we fund such training through our section 110 dollars; and
- Staff turnover.

Funding to support master's in rehabilitation counseling activities continues to be pursued through reallocation of traditional in-service training monies and utilization of funding received through our Social Security Administration (SSA) reimbursement program. Also, the Division continues to work closely with any college or university to help secure any grant funding made available to help the Division further counselor education.

Despite the Division's extensive efforts to hire and retrain staff, currently only 45% of counseling staff have a master's degree in rehabilitation counseling (or closely related area) or are currently enrolled in CORE training program. Of those currently meeting the CSPD standard, 44% are CRC credentialed. The Division is focusing efforts to hire and retrain incumbent staff to ensure only qualified rehabilitation counselors are performing nondelegable functions by December 31, 2018. Until this date, all counseling staff, those that currently meet CSPD qualifications and those that do not, are permitted to continue performing all counseling duties, including nondelegable functions. Efforts are underway to work with the Division's Human Resources Department regarding proposed changes in hiring practices.

All counselors, including new hires and incumbent staff, who do not meet the CSPD standard have an individualized training plan to address training needs. The individualized training plan identifies training topics directly tied to the timely and effective service delivery of vocational rehabilitation services. The development of an individualized training plan will be conducted jointly by the counselor and his/her immediate supervisor and will identify not only training in critical areas of service delivery, but also identify additional training geared to meet the individualized needs of each counselor. Discussion regarding enrollment in a master's in rehabilitation counseling program to comply with the CSPD standard will also be a part of the supervisor/counselor planning session.

Vocational rehabilitation counselors are being encouraged to take advantage of any training that will enable them to meet the CRC requirements. The state Department of Human Resources has guidelines in place for compensating employees who obtain a nationally recognized professional certification during their employment with the state.

The two main objectives outlined in their policy statement are:

1. To recognize employees who choose to enhance their competencies and service to the state through acquisition of knowledge and skills relevant to the performance of their major professional duties and responsibilities.
2. To provide an incentive to employees who successfully demonstrate acquisition of such competencies by attaining certification from a nationally recognized professional organization.

The intent is to provide both a means of encouraging employees to attain professional competencies and to provide an incentive for these employees to remain in state service. Funding for this incentive program continues to be very limited. However, the Division is aggressively seeking adequate funding for this incentive. In an effort to assist CRC staff with maintaining this credential, the Division has received approval from the CRCC to provide continuing education credits for qualified training events.

The Department of Human Services and the Division of Rehabilitation Services requires an annual training needs assessment to determine training needs of staff. Our training needs assessment is completed through the following methods:

1. Statewide Training Needs Assessment Survey
2. Individual staff training plans
3. State rehabilitation management and administrative staff input
4. State Human Resources Department training division mandates
5. Rehabilitation Services Administration guidelines
6. Recommendations of the State Rehabilitation Council and the Statewide Independent Living Council.

Program case reviews conducted by the Division's Program Evaluation and Quality Assurance Unit are also utilized to identify strengths and deficiencies among staff and related training needs.

Below are the 10 training needs most frequently identified by counseling staff:

Training Topic

1. Behavior management
2. Client / counselor partnership
3. Counseling & guidance
4. Independent living
5. Client supports

6. IPE preparation & development
7. Job development / placement
8. Assistive technology
9. Informed choice
10. Vocational assessments

The Division continues to provide on-going training and technical assistance regarding the Americans with Disabilities Act to staff and the general public, including business and industry.

The Division continues to contract with technology centers across the state for training and technical assistance in rehabilitation technology services. Rehabilitation technology contracts are in place with the East Tennessee Technology Access Center (Knoxville), Technology Access Center of Middle Tennessee (Nashville), West Tennessee STAR Center (Jackson), Signal Center (Chattanooga), and Mid-South Access Center for Technology (Memphis).

The Division's employees continue to receive specialized training in assessment and vocational evaluation activities. Through a partnership with the University of Memphis, vocational evaluators receive extensive instruction in the appropriate selection of assessment tools, interviewing skills, evaluation techniques and report writing.

Evaluators complete a competency examination with subsequent training provided based on the individualized needs of each employee. New counselors receive, via a new counselor training program, training relative to assessments, vocational evaluation and interpreting medical and psychological reports to assist them in acquiring skills to identify the specific strengths and weaknesses of individuals with disabilities. Training in the areas of vocational counseling, job placement and other topics relevant to client service delivery continue to be focal areas for the Division.

A statewide training committee is currently developing new training modules to address the Division's needs. This new training program will provide supervisory staff with presentations, handouts and related training aids to assist them in providing direct training to new and incumbent counseling staff. This expanded training program will also include additional classroom activities to provide hands-on experience in critical areas such as interviewing, vocational counseling, interpreting reports for eligibility determinations and developing individualized plans for employment.

To maximize training opportunities and reduce travel costs, efforts are underway to establish an Intranet training website. The Division is also exploring other web-based means of training delivery (e.g., webinars and webcasts). Division employees are encouraged to participate in web-based training events as offered through the Technical Assistance and Continuing Education (TACE) Center as available.

The Division continues to use a comprehensive training database for tracking training activities which includes names of staff completing each activity and pre-test and post-test scores. This database also includes employees' educational levels and credentials.

The Division has posted informational memoranda on its intranet website to provide staff with an easily accessible means of acquiring information on current research, resources and related activities in the vocational rehabilitation field. Leadership staff also disseminates new information (such as the latest Institute on Rehabilitation Issues publications) through electronic conveyance. Employees, particularly those with specialized job responsibilities, are encouraged to attend conferences, seminars and training workshops relative to their specialty areas. Local, regional and statewide meetings provide an additional avenue for keeping employees informed of new developments in the vocational rehabilitation field.

The Division has policies and procedures to ensure that it includes among its personnel, or has readily available, the services of (1) Individuals able to communicate in the native languages of applicants and eligible individuals who have limited English proficiency through WorldWide Interpreters; and (2) Individuals able to communicate with applicants or eligible individuals in appropriate modes of communication.

During staff orientation, new counselor training, annual Title VI training and other training activities, Division staff members are informed of specific procedures to be followed to communicate with limited English speaking individuals. Telephonic translation services are available through WorldWide Interpreters. All regions have received orientation packages to be used to train all of their staff in the use of this service.

Additionally, through a quality award from the RSA In-Service Training Grant, funds are being utilized for training staff in Spanish language skills and cultural awareness. A 12-week Spanish in the Workplace training program has been conducted for staff in various regional offices throughout the state.

The Division continues to recognize its responsibility for employing or obtaining the services of sign language interpreters, which fall within the definition of "appropriate modes of communication" in (34 CFR § 361.5(b) (5)), to the extent necessary to meet the communication needs of individuals who are deaf or deaf-blind. The Division's policy addresses the (1) significance of such services, (2) the selection of service providers, (3) the scheduling and payment for services, and (4) an evaluation process for such services.

The Individuals with Disabilities Education Improvement Act (IDEA 2004) provides renewed emphasis toward the planning of service delivery and collaboration of the various divisions and programs designated to serve children and youth with disabilities.

The Division has an interagency agreement with the Division of Special Education, state Department of Education providing administrative support for a coordinated, collaborative effort of service delivery. The Blind and Visually Impaired Services unit continues an agreement with the Tennessee School for the Blind. Networking of the two

divisions relative to transitioning services has provided a means for coordinating and sharing information relative to personnel development under the Individuals with Disabilities Education Improvement Act. There is ongoing communication between the two divisions and each division has responsibility for providing input into personnel development activities.

An interagency agreement was developed to fulfill the requirements of the Individuals with Disabilities Education Improvement Act (IDEA). The purpose of this agreement is to identify and define the financial responsibility of each state agency for providing services under IDEA and to facilitate the provision and coordination of services for all children with disabilities. The following state agencies are participating in this agreement: Department of Education (Division of Special Education; LEAs; TEIS; Department of Children's Services; Department of Finance and Administration (TennCare; Division of Mental Retardation Services); Department of Health; Department of Human Services/Division of Rehabilitation Services; Department of Mental Health and Developmental Disabilities, Department of Corrections and the Bureau of TennCare.

Departmental representatives have formed the Secondary Transition Interagency Workgroup and hold monthly interagency meetings to identify and address issues relative to transition services, particularly what is happening in transition services and what is lacking (resource mapping). The Division's transition school to work coordinator is also serving on the Mayor's Advisory Council for Special Education in Metro Nashville Public Schools and has been recently invited to join the Youth Transition Task Force, an interagency group headed by the Department of Mental Health.

The Division continues to recognize the value of the involvement of the Division's State Rehabilitation Council in its personnel development activities. It is the policy of the Division to give the Council ongoing review and input on the development of issues associated with the Division's Comprehensive System of Personnel Development. The Council continues to be involved with CSPD issues associated with recruitment and retention of staff, counselor salaries and pay incentives for successful attainment of a master's degree in rehabilitation, and training for existing staff to obtain their master's degree.

Attachment 4.11(a) - Results of the Comprehensive Statewide Assessment of the Needs of People with Disabilities and the Need to Establish, Develop, or Improve Community Rehabilitation Programs

(From the FY 2008 state plan since a new needs assessment is not yet required)

The Tennessee Division of Rehabilitation Services (Division), in collaboration with the State Rehabilitation Council (SRC), completed a comprehensive assessment of the vocational rehabilitation needs of Tennesseans with disabilities in the spring of 2006 and is conducting needs assessments on a three-year cycle. As required in 34 CFR § 29, the information obtained from a number of sources was assessed and analyzed to determine:

The needs of individuals with disabilities, particularly the vocational rehabilitation service needs of:

- (A) Individuals with the most significant disabilities, including those who need supported employment services;
- (B) Individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program;
- (C) Individuals with disabilities served through other components of the statewide workforce investment system and personnel assisting those individuals through the components of the system; and

The need to establish, develop or improve community rehabilitation programs (CRPs) within the state of Tennessee.

METHODOLOGY

Survey of clients, staff, service providers and client advocates: The Tennessee Division of Rehabilitation Services (Division) conducted its comprehensive needs assessment in collaboration with the State Rehabilitation Council (SRC). A formal survey was conducted by the Sparks Bureau of Business and Economic Research/Center for Manpower Studies at the University of Memphis. Survey participants included vocational rehabilitation clients, staff, vocational rehabilitation service providers, and advocates for individuals with disabilities. Trained survey interviewers administered the client survey by telephone, while the other three groups were surveyed through an anonymous web-based process. The four surveys shared several like items but also differed based on distinct issues for each group.

The closed case client sample came from cases closed between September 2005 and December 2005, including successful outcome closures (Status 26), closures without a successful outcome after services were initiated (Status 28), and closures of Blind and Visually Impaired clients. The active client sample was comprised of clients who were active in the Division program between September 2005 and December 2005.

Approximately 2,331 individuals were contacted, and 1,140 of those individuals completed the survey.

Additionally, the Division contracts with the Sparks Bureau of Business and Economic Research at the University of Memphis to conduct an on-going customer satisfaction survey of individuals with disabilities who were served by the Division. The Sparks Bureau provides the Division with semi-annual and annual reports. Approximately 2,900 Division clients are surveyed each year to determine the level of satisfaction with services and to determine any unmet rehabilitation needs.

Targeted Survey of Regional Management Staff: Regional Supervisors across the state were surveyed on regional and local needs for additional community rehabilitation programs (CRPs); improved transportation for assessment, training, and employment; and unserved and underserved populations.

State Rehabilitation Council (SRC): Tennessee's State Rehabilitation Council meets quarterly with Division management staff. The SRC provides important input on the rehabilitation needs of individuals with disabilities in Tennessee and collaborates on planning for addressing those needs.

Public Hearings: The Division conducts annual public hearings to receive input about the rehabilitation needs of people with disabilities. These hearings are held in the major Tennessee cities of Johnson City, Knoxville, Chattanooga, Nashville, Jackson and Memphis. These hearings give clients, including individuals with most significant disabilities, unserved and underserved populations, and minorities across the state a chance to express rehabilitation needs and concerns. Agency leadership and staff attend the hearings to collect input and to address specific concerns.

Boards: The Division's staff participates in a number of committees and boards which provide the opportunity for input from member about the rehabilitation needs of Tennesseans with disabilities. These include the Statewide Independent Living Council, Tennessee Council for the Deaf and Hard of Hearing, the Tennessee Council for Developmental Disabilities, the Mental Health Policy and Planning Council, the Tennessee Statewide Workforce Investment Board, Traumatic Brain Injury Advisory Board, the Developmental Disabilities Task Force, Support and Training for Exceptional Parents (STEP) and the Tennessee Technology Access Project Statewide Advisory Council.

TRC State Advisory Board: The Division operates 17 community Tennessee Rehabilitation Centers (TRCs) which provide services to clients, especially those with the most significant disabilities. The State Advisory Board, as well as local advisory boards, provides guidance to the TRCs on rehabilitation services and improvement of those services.

Workforce Investment System: The Division is an active partner in Tennessee's Workforce Investment System. The Division has full time counselors stationed in all

comprehensive Career Centers and a few of the satellite Career Centers. The remaining satellite Career Centers are served by counselors on an itinerant basis. Counselors serving Career Centers provide an important resource to other staff members at the centers to assist them in the provision of services to persons with disabilities. Stationing counselors at the Career Centers allows the Division to gather data and input on the needs of those persons with disabilities who visit the Career Centers. The Division maintains a working relationship with the Local Workforce Investment Areas through representation on local boards and operating consortiums. A state office staff member maintains a working relationship with the Workforce Investment System at the state level for planning and resource-sharing activities.

Consumer Groups: The Division staff is actively involved in various consumer group organizations, including state and national chapters of the National Federation of the Blind, the American Council for the Blind, and the Tennessee Council for the Deaf and Hard of Hearing. Division staff members also participate in consumer groups dealing with various disabilities including spinal cord injury, mental health, and drug and alcohol abuse.

Community rehabilitation programs (CRPs): The Division operates 17 community rehabilitation centers across the state of Tennessee. TRC staff gathers information about the needs of individuals with disabilities, especially those with the most significant disabilities. The Division also has an ongoing, cooperative and effective relationship with a network of private and non-profit CRPs throughout Tennessee. The Division has counselors assigned to each of these CRPs to maintain contact with clients and to seek referrals of potential clients. Through this regular contact with the CRPs, the Division has the opportunity to learn about additional needs of individuals with disabilities who are participants in the community rehabilitation programs.

State of Tennessee, Division of Rehabilitation Services Web Site: The Division maintains a web site that provides information about programs and services and that also allows site visitors to request information or provide input about needs and concerns.

ASSESSMENT RESULTS

The resources cited above provided the input used by the Division in FY2006 to complete a comprehensive assessment of the rehabilitation needs, as well as other related needs, of individuals with disabilities in Tennessee.

Rehabilitation Needs of Individuals with the Most Significant Disabilities

The following needs were identified through the Sparks Bureau survey by individuals with the most significant disabilities as having the biggest impact on rehabilitation success:

1. **Education and Training:** Education and vocational training were identified as the most important vocational need of individuals with significant and most significant

disabilities by 63% of the survey participants. 64.7% indicated that this need is being met through VR services, while 12.4% reported that these services were “somewhat provided”.

2. **Employment opportunities:** Increased employment opportunities, including self-employment, job development, and job training, were cited as the primary vocational need by 60.8% of the respondents. There is a need for increased supported employment services, especially in the rural areas, to provide additional employment opportunities for individuals with the most significant disabilities.
3. **Information:** In order to be successful, respondents with most significant disabilities identified a need for information regarding resources, services and benefits during the time they are involved with the VR program. In addition, the participants wanted to know how their medical benefits would be affected if they accept employment.
4. **Support Services:** The program needs assessment identified the need for support, both ongoing and follow up, in addition to outreach and advocacy groups. The survey also identified the need for transportation services and for medical care, health insurance, and medicines.
5. **Counseling and guidance:** 48% of individuals with most significant disabilities who responded to the survey stated that in order for them to be successful in their program they needed counseling and guidance. 65.2% of the respondents felt this need was adequately met.

Rehabilitation Needs of Individuals who are Minorities

According to the 2000 Census, Tennessee has an African-American population comprising almost 17% of the population. The Hispanic population in Tennessee makes up 2.2% of the population. In 5% of the homes in Tennessee, a language other than English is spoken in the home. The Division’s case loads have a strong representation of minorities, with 27.5% of the total caseload in 2005/2006 being African-American and 0.9% being Hispanic.

The most important vocational needs of all minorities were identified through the formal survey as:

1. **Employment:** Respondents to the survey identified the need for increased employment opportunities in occupations with career advancement and with salaries above minimum wage. Information obtained from the state Department of Education indicates that minorities in Tennessee have a higher high school dropout rate than non-minorities. Survey respondents identified the need for additional education and skills training services for minorities with disabilities to assist them in succeeding in the labor market.
2. **Education and vocational training**

3. Counseling and guidance
4. Information regarding resources, services and benefits
5. Support services, including outreach and advocacy groups: Minority groups surveyed identified a need for additional support services including medical care and health insurance; lack of support groups; transportation; and child care services.

In addition, the Division's staff has identified an increasing need for availability of foreign language translating services. With a growing population of non-English speaking people with disabilities, there is an increasing need for translating services to assist non-English speaking minorities, especially those who speak only Spanish, in accessing rehabilitation services and employment opportunities. While the Division is able to meet those needs through present resources, we are aware of the need to plan for future needs.

Services to Individuals Who Have Been Unserved or Underserved

The Division's staff and client advocate groups have identified several populations in Tennessee which have either been unserved or underserved.

1. There are an increasing number of individuals living in Tennessee who speak only Spanish, and there are also large populations of immigrants from Africa, Asia, and the Middle East. Those with significant disabilities are in need of training, translation services, and improved employment opportunities.
2. The Division has been operating under an Order of Selection since August 1, 2001; there are approximately 9,930 clients in closed priority categories that are unserved at this time.
3. Deaf-Blind Individuals: Many CRPs, especially in rural areas, lack the resources to provide services to deaf-blind individuals. It is very difficult to find sign language interpreters skilled in working with deaf-blind individuals, and the problem is especially acute in rural areas.

Individuals with Disabilities Served through the Statewide Workforce Investment (WIA) System

The Division is an active partner in the state's Workforce Investment System. Based upon input from Division personnel who participate on local Workforce boards and from the Division's counselors who serve the Career Centers, individuals with disabilities served through other components of the workforce system require the following services and accommodations from the Career Centers:

- Continued efforts to meet program accessibility and accommodation needs
- Understanding of referral processes and eligibility for program services
- Navigation through the Career Center programs
- Collaboration with and feedback from program case managers
- Disability awareness and etiquette training
- Effective methods of serving individuals with disabilities.

Assessment of the Need to Establish, Develop, or Improve Community Rehabilitation Programs in the state

The statewide program needs assessment survey conducted by the Division identified the following needs in this area:

- Cross-training and improved communication and interaction among Division staff, vocational rehabilitation service providers and advocates for individuals with disabilities;
- Additional CRPs in specific areas of the state for supported employment services. While the number of CRPs may appear adequate to serve the Division's supported employment clients, there remains a shortage of CRPs able to provide supported employment services to persons involved in the de-institutionalization efforts;
- Transportation services for clients to attend the CRP programs in many areas;
- Some CRPs indicated a need for more training in employer accommodation guidelines;
- Additional job coaches for both supported employment and non-supported employment services;
- Additional work adjustment programs in areas that are not served by the community TRCs;
- An increase in the number of staff able to communicate with consumers in Spanish and/or other languages and further development of the resources to provide translating services, as needed, at the local level.

Attachment 4.11(b) - Annual Estimates

1. Tennessee's population based on Census 2000 data is 5,689,283. Tennessee's population 18 years and over is 4,290,762.

Research data indicates that:

- A. Approximately 20% of Americans have a disability.
- B. Approximately 12% have a significant disability.
- C. Approximately 18.7% of the population age 15 to 64 has a disability.
- D. Approximately 10.5% of the population age 18 to 64 has a work limitation.
- E. Approximately 10.2% of the working age population age 16 to 64 has a disability that prevents or limits work.

Research data further indicates that the highest percentages of individuals with work disabilities who are not working are in the South, with Tennessee being one of the highest. It is estimated that Tennessee's population between the ages of 16 and 64 is approximately 3.7 million and that 582,000 (15.7%) have a significant disability and may be eligible for services.

2. In Fiscal Year 2008, the Division of Rehabilitation Services provided services to 36,910 individuals. Of this number 34,299 met the eligibility criteria of the program. A total of 4,888 were individuals who met the eligibility criteria, but were not in an open priority category as of September 30, 2008. It is projected that 30,000 individuals will receive services and that 19,900 individuals will meet the eligibility criteria of the program and receive services in accordance with the Order of Selection during Fiscal Year 2010.

It is estimated that the number of individuals to be served during Fiscal Year 2010 under each priority category within our Order of Selection will be:

Priority Category	#1	<u>16,200</u> *	* This number includes an estimate 3,000 individuals eligible for Title VI, Part B Supported Employment
Priority Category	#2	<u>3,530</u>	
Priority Category	#3	<u>150</u>	
Priority Category	#4	<u>20</u>	
		19,900	TOTAL

1. It is estimated that the cost of services for the projected 30,000 individuals will be approximately \$30,604,600 and that the service cost for each priority category within the Order of Selection for the 19,900 individuals served will be:

Priority Category	#1	\$24,705,000*	* This number includes 1.5 million Title I, Part B funds plus our Title VI, Part B funds to serve individuals eligible for Supported Employment
Priority Category	#2	\$ <u>4,659,600</u>	
Priority Category	#3	\$ <u>150,000</u>	
Priority Category	#4	\$ <u>10,000</u>	
		\$ 29,524,600	TOTAL

Attachment 4.11(c)(1) - State's Goals and Priorities

The goals and priorities of the Division of Rehabilitation Services for Fiscal Year 2010, as developed and agreed to by the Division of Rehabilitation Services staff and the State Rehabilitation Council, are:

1. Streamline focus of the Division of Rehabilitation Services for client-centered, effective, successful service.
 - a. Provide services to approximately 30,000 individuals. Services include information and referral for individuals on the waiting list in a closed priority category. As of 4/30/2009, there were 5,736 eligible individuals on the waiting list in closed priority categories. The Division plans to implement a needs test on tuition in FY 2010 in order to maximize the number of clients that we serve.
 - b. Achieve successful outcomes for at least 2,485 individuals with disabilities. A successful outcome means suitable employment that continues for a minimum of 90 days. (While the Division will continue to strive for the highest number of successful outcomes possible, it has set this minimum goal in accordance with 34 CFR § 361.84(c)(1)(i) Performance Indicator 1.1.)
 - c. At least 95% of individuals served and closed with successful employment outcomes will be individuals with significant disabilities.
 - d. The success rate for individuals determined eligible and receiving services will be at least 56%. Success rate is determined by the number of Status 26 (Rehabilitated Cases) divided by the number of Status 26 plus the number of Status 28 (Non-Rehabilitated Cases).
 - e. Achieve a 96% or higher satisfaction rating for the vocational rehabilitation program as reported by the consumer satisfaction survey program for successful outcome closures.
 - f. Continue to promote and provide training to optimize the use of the client intake process to facilitate more counseling to include considerations such as healthcare, impact on SSA benefits, and economic needs through measures such as an improved application document. Counseling provided and referrals to other resources will be noted within the case file notes.
 - g. Continue to increase employment success for clients through the following services, measured by a greater success rate of clients entering employment after receiving those services:

- i. Supported employment
- ii. Job coaches
- iii. Appropriate self employment

2. Develop staff motivation and skills to deliver client-centered counseling.

- a. Continue our emphasis on client-centered values and services.
- b. Continue to support and encourage counselors seeking master's degrees in rehabilitation counseling.
- c. Continue to expand core course training for all counseling staff, with special emphasis on those not holding a master's degree.
- d. Increase training for counselors, evaluators and related vocational rehabilitation staff on how effective rehabilitation technology options lead to successful employment outcomes.

3. Reach out to stakeholders to build resources, reputation and results.

- a. Continue implementation of marketing/outreach plan that:
 - i. Targets and reaches unserved or underserved populations, such as Spanish speaking clients and clients with TBI, autism, deaf-blindness, and mental illness;
 - ii. Targets individuals with disabilities who meet our Order of Selection open Priority Category 1 classification;
 - iii. Targets SSA beneficiaries seeking employment; and
 - iv. Clearly conveys the employment purpose of our services.
- b. Continue to encourage partnerships with transportation providers to expand options for clients to participate in vocational rehabilitation and to secure sustainable transportation for employment.
- c. Continue to improve communication and partnership among Division and other state agencies, community resource providers, career centers, employers and disability service providers.
- d. Establish community resource providers in major metropolitan areas of the state for provision of employment services including work adjustment training, job readiness training, job development, and job coaching.
- e. Continue to work collaboratively with and provide greater technical assistance to the workforce investment programs including career centers.
- f. Continue to encourage partnerships with local school systems for specialized vocational rehabilitation counselors to serve Transition from School to Work clients.

Attachment 4.11(c)(3) - Order of Selection

On August 1, 2001, the Division of Rehabilitation Services implemented an Order of Selection due to funding limitations that would not allow the Division to provide services to all eligible individuals who apply. The Division will continue to operate under an Order of Selection during Fiscal Year 2010. The Order of Selection has four priority categories and only Priority Category 1 (eligible individuals who have the most significant disabilities) remains open. However, we have begun to serve a limited number of individuals whose cases are in Priority Category 2 and who were on the waiting list. To date, we have had three releases with 668 cases coming off of the waiting list on October 1, 2007; 1,339 cases on February 1, 2008; and 2,572 cases on July 15, 2008. We will continue to assess our ability to release cases from the waiting list as resources allow. With limited funds and resources, the Division has not been able to provide services to all eligible individuals who have applied since August 2001. Therefore, execution of the Order of Selection mandated by the Rehabilitation Act of 1973, as amended, was and is still warranted. The Order of Selection serves as a means of determining which eligible individuals will be served.

The Division monitors services and expenditures on a continuous basis, allowing the Division to manage available funds to assure sustainability of services for cases placed in an open priority category and receiving services under an Individualized Plan for Employment (IPE). Additionally, adequate funds will continue to be conserved to provide assessment services for all applicants expected to apply throughout the year to determine eligibility and to provide services for those eligible individuals placed in an open priority category within the Order of Selection.

If the Division cannot continue to serve all new Priority Category 1 cases (eligible individuals who have the most significant disabilities) who apply, then services will be provided to new PC 1 cases based on the date of application for services. Likewise, should the Division have funding resources to open a closed priority category, but not be able to provide services to all cases currently awaiting services in that category; then services will be provided based on the date of application for vocational rehabilitation services. The Priority Category 2 releases have been based on date of application. The initial three releases have served all cases with application dates prior to December 31, 2006. The Division's Order of Selection is developed in keeping with 34 CFR § 361.36 of the final regulations.

The Order of Selection priority categories, justification, outcome and service goals, and time frames are as follows:

PRIORITY CATEGORY I -- Eligible individuals who have the most significant disabilities

Justification:	Federal law and regulations require that individuals who have the most significant disabilities be selected for services before other eligible individuals with disabilities.
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Outcome and Service Goal: Rehabilitate 1,985 individuals in this priority category. Serve 16,200 individuals in this priority category.

Time frame to achieve goal: Goal will be achieved by September 30, 2010.

PRIORITY CATEGORY II -- Eligible individuals who have significant disabilities.

Justification: Individuals in this category make up a large portion of the unemployed population with disabilities due to serious limitations of functional capacities and require special consideration in an Order of Selection.

Outcome and Service Goal: Rehabilitate 375 individuals in this priority category. Serve 3,530 individuals in this priority category.

Time frame to achieve goal: Goal will be achieved by September 30, 2010.

PRIORITY CATEGORY III -- Eligible individuals who do not have significant disabilities and whose vocational rehabilitation is expected to require multiple vocational rehabilitation services.

Justification: Individuals in this category are the most disabled of the group without significant disabilities due to their expected need for multiple services.

Outcome and Service Goal: Rehabilitate 110 individuals in this priority category. Serve 150 individuals in this priority category.

Time frame to achieve goal: Goal will be achieved by September 30, 2010.

PRIORITY CATEGORY IV -- Eligible individuals who do not have a significant disability that cannot be classified into a higher priority category.

Justification: This is a category to include all other eligible individuals. This category will assure all eligible individuals would receive services if sufficient funds are available to open this category.

Outcome and Service Goal: Rehabilitate 15 individuals in this priority category. Serve 20 individuals in this priority category.

Time frame to achieve goal: Goal will be achieved by September 30, 2010.

DEFINITIONS

"Most Significant Disability" means the individual meets the criteria for having a significant disability but has a physical or mental impairment that seriously limits two or more functional capacities in terms of an employment outcome.

"Significant Disability" means the individual meets the three following criteria:

1. The individual has a severe physical or mental impairment which seriously limits at least one functional capacity (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; and
2. The individual has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculoskeletal disorders, neurological disorders (including stroke and epilepsy), paraplegia, quadriplegia and other spinal cord conditions, sickle cell anemia, specific learning disability, and end-stage renal disease; or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility, and vocational rehabilitation needs to cause comparable substantial functional limitation; and
3. The individual's vocational rehabilitation program can be expected to require multiple vocational rehabilitation services over an extended period of time.

"Non-Significant Disability" means the individual does not meet the criteria for significant disability or the criteria for most significant disability.

"Multiple vocational rehabilitation services" means two or more major vocational rehabilitation services, i.e. physical or mental restoration, training, counseling, guidance and placement. Excluded are support services such as transportation, maintenance, and the routine counseling and guidance that should take place in every case.

"Extended period of time" means 6 months or more from the date services are initiated.

Attachment 4.11(c)(4) - Goals and Plans for Distribution of Title VI, Part B Funds

The Division continues to provide supported employment services to eligible clients with the most significant disabilities who have been determined to require on-going support services in order to maintain employment.

Supported employment services are funded through Title VI, Part B funds. As Title VI, Part B funds are depleted, the continuance of the Division's supported employment services is made possible through Title I, Part B funds. The Division anticipates spending in excess of 1.5 million dollars of Title I, Part B funds in addition to its Title VI, Part B funding allotment (projected to be approximately \$502,388) in Fiscal Year 2010.

It is the continued goal of the Division to provide quality supported employment services which are delivered in an effective, efficient and timely manner. Supported employment services are provided through letters of understanding with community rehabilitation providers, and in cooperation with the Division of Mental Retardation Services and the Department of Mental Health and Developmental Disabilities. The community rehabilitation providers must assure that on-going support services will be provided prior to the implementation of supported employment services.

The Division will continue to seek community rehabilitation providers to provide supported employment services to under-served disability groups with the most significant disabilities who, because of their disability, have not been able to enter traditional competitive employment or whose employment is intermittent or interrupted due to a most significant disability.

The Division expects to serve in excess of 3,000 clients through the supported employment program during the Fiscal Year 2010 and achieve successful employment outcomes for 400 clients.

Attachment 4.11(d) - State's Strategies and Use of Title I Funds for Innovation and Expansion Activities

The state plan shall include an assurance that the state will reserve and use a portion of the funds allotted to the state under Section 110 for the development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities, particularly individuals with the most significant disabilities, consistent with the findings of our statewide needs assessment and our goals and priorities.

Funds will be utilized in Fiscal Year 2010 for addressing the following priorities that continue to be identified in our needs assessment as they relate to individuals with the most significant disabilities, including those who need supported employment services; individuals with disabilities who are minorities; individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program; and individuals with disabilities served through other components of the statewide workforce investment system and personnel assisting those individuals through the components of the system: Education and Training; Employment Opportunities; Information; Support Services; and Counseling and Guidance.

In addition, as the Division continues to release Priority Category 2 cases from the Order of Selection waiting list, more individuals with significant disabilities are able to access vocational rehabilitation services. It is anticipated this activity will lead to improvement in the number of individuals with significant disabilities reaching successful rehabilitation outcome status.

1. Continue the practice of ensuring the availability of appropriate training activities and resources to meet the individualized needs of clients by seeking out and developing partnerships with other private and public entities to provide specialized education and training activities, to include those that can be provided through self-employment and on-the-job-training by employers.
2. Continue the development and expansion of statewide employer groups that focus on inclusion of employees with disabilities in the workforce, such as the Tennessee Business Leadership Network and Southeast Tennessee Employment Consortium.
3. Continue to support expansion of supported employment services by actively seeking out community rehabilitation providers, especially in the more rural areas, that are willing to provide supported employment services to vocational rehabilitation clients with the most significant disabilities; and by fostering partnerships with the Division of Mental Retardation and the Department of Mental Health and Developmental Disabilities in the development of innovative programs/services leading to employment of individuals deemed eligible for supported employment services.
4. Continue to increase employment opportunities for clients through development of regional job coach pools; implementation of an on-the-job training initiative; partnering

with the WIA career centers in employment initiatives such as the summer youth employment program; targeted marketing and education services to employers; and the provision of additional technical support and expertise to Division staff and clients in the areas of technology, self employment, mental health and supported employment issues.

5. Continue to support expansion of Transition School-to-Work services by continuing to work with Local Education Agencies (LEAs) in the maintenance of existing partnerships and the creation of additional partnerships to provide vocational rehabilitation services targeted specifically to that LEAs school system; continuing to work with and educate school personnel on the mission and scope of the Division in order to maximize services from both entities to better serve our mutual clientele.
6. Continue expansion (where appropriate) of, and improvement in, the service delivery of the Division's 17 community rehabilitation centers and the comprehensive rehabilitation center at Smyrna geared directly toward providing services leading to successful employment of individuals with the most significant disabilities. Pursue the development of additional service delivery entities in metropolitan markets for services including vocational evaluation, personal and work adjustment, job development, job placement, and job coaching.
7. Continue support of vocational rehabilitation counselor development by encouraging and supporting vocational rehabilitation counselors to obtain master's degrees in rehabilitation counseling. The Division will pursue all available RSA slots for master's level training available to the Tennessee Division of Rehabilitation Services through outreach and research. The Division also will continue to sponsor with vocational rehabilitation dollars ten slots for counselors to obtain master's degrees at the University of Tennessee at Knoxville. The Division will continue utilization of recruiter staff for recruiting vocational rehabilitation counselors who have a master's degree in rehabilitation counseling. Finally, the Division will continue financial support of counselors seeking master's degrees and will implement the new core course training program for non-master's counselors.
8. Continue to implement a marketing/outreach plan that targets and reaches unserved or underserved populations to include all minorities, such as Spanish-speaking clients and clients with traumatic brain injury, autism, deaf-blindness, and mental illness; targets individuals with disabilities who meet our Order of Selection open Priority Category 1 classification; targets SSA beneficiaries seeking employment; and that clearly conveys the employment purpose of our services.
9. Continue to provide training, via in-house and external avenues, to vocational rehabilitation counselors to encourage targeted guidance and counseling on the front end and throughout the client's vocational program. This counseling and guidance will incorporate considerations such as special needs and accommodations, SSA benefits and incentives, targeted training and vocational and employment exploration; and will facilitate exploration of specific resources and services that are available and/or that

may be needed during their vocational rehabilitation program and beyond.

10. Continue to support the Workforce Investment System by continuing to co-locate vocational rehabilitation counselors in each of the major WIA Service delivery area career centers and ensuring that all career center satellites also have vocational rehabilitation counselors assigned to visit their centers on a regular basis to work with individuals with disabilities that visit each center.
11. Continue to provide cross training to the career center staff in regard to meeting the needs of individuals with disabilities. Continue to provide consultation on career center accessibility and accommodation needs in regard to the accessibility needs in the building(s) and accommodations in terms of appropriate technology needed to serve individuals with the most significant disabilities. Continue to partner with the WIA career centers in employment initiatives such as the summer youth employment project.
12. Continue to support the Ticket to Work and Self-Sufficiency Program and use of other Social Security work incentives that benefit clients by continuing to have Division staff dedicated to the Ticket to Work and Self-Sufficiency Programs. These dedicated staff members will provide expert advice to Division field staff, clients and families on the SSA work incentives in regard to educational and work incentives, including how clients can utilize SSA health benefits while in the vocational rehabilitation program and how employment will affect such benefits upon successful employment. Continue to promote the most effective use of Ticket to Work Employment Network programs for the Division and our partners.
13. Continue to increase partnerships with transportation providers to expand options for clients to participate in vocational rehabilitation and to secure sustainable transportation for employment; continue to improve communication and partnership among Division and other state agencies, community resource providers, career centers, employers and disability service providers; continue and seek out new partnerships with other agencies that are able to provide those support services not within the funding scope of Division.
14. Continue training for counselors, evaluators and related vocational rehabilitation staff on how effective rehabilitation technology options lead to successful employment outcomes.
15. Continue support of the State Rehabilitation Council. Council members will be reimbursed for reasonable and necessary expenses for attending Council meetings and performing Council duties (including child care and personal assistance services).
16. Continue support of the Statewide Independent Living Council. Council members will be reimbursed for reasonable and necessary expenses for attending Council meetings and performing Council duties (including child care and personal assistance services).

17. Continue to submit to the Commissioner an annual report of how funds are utilized relative to innovation and expansion activities.
18. Continue to provide a coordinated, comprehensive and statewide assistive technology delivery system through a network of contracted assistive technology centers. Each of these five centers, strategically located in Memphis, Jackson, Nashville, Chattanooga and Knoxville ensure access to clients from all 95 counties in Tennessee regardless of location. The centers' diverse staff includes: Rehabilitation Engineers, Speech and Language Pathologists, Assistive Technologists, Orientation and Mobility Specialists, Therapists and other professionals and provide clients with evaluation, training, device fabrication and follow up services. By providing clients with access to this highly trained and skilled resource, and by purchasing the required devices, clients have the tools that they need throughout their rehabilitation program to assist them in realizing their IPE goals.
19. Pursue the acquisition of an updated electronic case management system to enhance the Division's technological infrastructure.

Attachment 4.11(e)(2) - Evaluation and Reports of Progress in Achieving Identified Goals and Priorities and Use Of Title I Funds for Innovation and Expansion Activities

An evaluation of the effectiveness of Tennessee's vocational rehabilitation program reflects the following accomplishments for Fiscal Year 2008:

1. The Division continues to work with the State Rehabilitation Council to maximize its non-federal share of resources to enable the Division to serve all eligible Tennesseans. However, with continued limited funds and resources the Division of Rehabilitation Services has not been able to provide services to all eligible individuals who have applied since August 2001. Therefore, execution of the Order of Selection mandated by the Rehabilitation Act of 1973, as amended, was and is still warranted.
2. The Division served 36,910 individuals with disabilities in Fiscal Year 2008. As of September 30, 2008, there were 4,888 eligible individuals on the waiting list in closed priority categories.
3. Two thousand four hundred eighty four (2,484) achieved successful outcomes (Rehabilitated). Successful outcome means suitable employment that continues for a minimum of 90 days.
4. Of the 2,484 successful outcomes, 2,334 (93.96%) were individuals with significant disabilities.
5. The Division achieved a 97.6% satisfaction rating for successful outcome closures; an 90.0% satisfaction rating for unsuccessful outcome closures and a 95.4% satisfaction rating for active cases currently receiving services as reported by the Consumer Satisfaction Survey program for Fiscal Year 2008.
6. In an effort to increase successful work outcomes for individuals receiving SSA benefits, the Division continues to work on identifying and addressing issues which may be employment disincentives impacting SSI/SSDI Ticket to Work holders. The Division is also addressing these issues at the national level by working with the Rehabilitation Services Administration.
7. In an effort to recruit vocational rehabilitation counselors with a master's degree in rehabilitation counseling to meet the CSPD criteria for a qualified rehabilitation counselor in Fiscal Year 2007, the Division put in place and continues to utilize a recruiter whose responsibility is to aggressively market the job of vocational rehabilitation counselor to new graduates of all of the universities that provide training in a master's degree in rehabilitation counseling and recruit those graduates to fill vocational rehabilitation counselor positions. In addition, the recruiter will

continue efforts to recruit staff that already has a master's degree.

8. The Division has on staff an expert in the area of technology, and it is the job of this individual to research and stay abreast of the most current advancements in the area of rehabilitation technology and to convey this information to the field staff. The Division continues to provide training on assistive technology in order that the vocational rehabilitation counselor has the knowledge to better advise clients of rehabilitation technology options at every stage of the vocational rehabilitation process.
9. In an effort to increase specialized technical assistance to field staff, the Division has state office staff whose job it is to be experts in the subject areas pertaining to client service delivery and are available to advise the field staff in these areas: Examples (not all inclusive) of these areas of expertise are: personal care assistance; self employment; ticket to work; employment; supported employment; transition from school to work; contracts; quality assurance; vehicle modification; etc.
10. Regional marketing plans have been developed and have been implemented in each region in an effort to reach unserved and underserved individuals with disabilities who meet the Division's Order of Selection open Priority Category 1 classification. However, the Division continues to work to improve the marketing and outreach activities and has developed and printed updated brochures for distribution in each region.

An assessment of Tennessee's performance relative to Standards and Indicators pursuant to Section 106 of the Act reflects that the Division of Rehabilitation Services consistently meets or exceeds national averages. This assessment has been substantiated by the last two RSA Annual Monitoring activities.

The Division reserved funds allotted to the state under Section 110 to support Innovation and Expansion (I & E) activities in Fiscal Year 2008 as follows:

Improved and expanded placement services to increase the number of individuals with disabilities who were placed into competitive employment by:

- Expanding placement services available to individuals eligible for vocational rehabilitation services through community rehabilitation programs.
- Increasing the availability and utilization of quality job readiness skills training to all customers with disabilities who demonstrated a need for these services.
- Continuing to work with the Department of Human Services' Americans with Disabilities (ADA) liaison to Increasing employer and staff awareness and knowledge of Americans with Disabilities Act requirements and Section 504

requirements and to resolve any ADA issues that may arise.

- Increasing the number of clients placed into integrated competitive employments that were referred from the Division of Mental Retardation Services' Developmental Center program.

Attachment 6.3 - Quality, Scope and Extent of Supported Employment Services

The Division continues to provide supported employment services to eligible clients with the most significant disabilities who have been determined to require supported employment services, in accordance with 34 CFR § 361 and 363, in order to obtain and maintain employment.

Supported employment services are funded through Title VI, Part B funds and Title I, Part B funds. Title VI, Part B funding allotment for Fiscal Year 2010 is projected to be approximately \$502,388. The Division anticipates spending in excess of 1.5 million dollars of Title I, Part B funds for supported employment services to supplement the funding received under Title VI, Part B.

It is the continued goal of the Division to provide quality supported employment services which are delivered in an effective, efficient and timely manner. Supported employment services are provided through Letters of Understanding with community rehabilitation providers and in cooperation with both the Division of Mental Retardation Services (Department of Finance & Administration) and the Department of Mental Health and Developmental Disabilities. The community rehabilitation providers must assure that on-going support services will be available prior to the provision of supported employment services.

The Division coordinates with other state agencies and the community rehabilitation providers to transition clients receiving supported employment services to extended services. The Tennessee Employment Consortium, an independent association of community rehabilitation providers developed jointly by the Division, the Division of Mental Retardation Services, and the Department of Mental Health and Developmental Disabilities, will conduct a study of transitioning from services provided by the Division to services provided by the Division of Mental Retardation Services to develop best practices for transition of services.

The number of supported employment providers has increased over the past two years to average 100 supported employment CRPs. While the number of CRPs may appear adequate to serve the Division's supported employment clients, there remains a shortage of CRPs able to provide supported employment services to persons involved in the state's de-institutionalization efforts. The Division will continue to enter into Supported Employment agreements with appropriate state agencies, as well as private and/or non-profit agencies which have the capabilities of providing quality service delivery to include on-going support services. In this regard, the Division will assertively seek those agencies that will provide supported employment services to persons being transitioned from institutional settings to the community and to work in competitive, integrated employment settings.

The Division will continue to seek community rehabilitation providers to provide supported employment services to under-served disability groups with the most significant disabilities. The Division, in conjunction with the Department of Mental

Health and Developmental Disabilities, began in 2008 a pilot program for transitional supported employment services for individuals with the most significant disabilities due to mental illness. Pilot programs are located in the each of the three grand Regions of Tennessee. This pilot program will continue through 2009 with plans to implement it statewide in 2010.

The Division will continue to contract for services of the University of Tennessee Center for Disability and Employment (UT-CDE). These programs will provide continued technical assistance and training to the Division's staff and contracted community rehabilitation providers to assure competency and compliance.

The UT-CDE program continues to conduct various studies of the components of the Supported Employment program and make recommendations for the improvements based upon these studies.

The Division expects to serve in excess of 3,000 clients through the supported employment program during the Fiscal Year 2010 and achieve successful employment outcomes for 400 clients.